

Enterprise Incident Report March 2011

As of 4/4/2011

Administrative Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents

Bottom Number - First Contact Resolution

Customer Company	High	Low	Medium	FCR Total
Administrative Services	1	110	5	116
	0	43	1	44
Customer Company Total	1	110	5	116
	0	43	1	44

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	High	Low	Medium	MIR Total
Administrative Services	1 0	110 17	5 0	116 17
Customer Company Total	1 0	110 17	5 0	116 17

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	High	Low	Medium	ATTIR Total
Administrative Services	1 0.08	110 0.96	5 0.11	116 0.91
Customer Company Total	1 0.08	110 0.96	5 0.11	116 0.91

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	High	Low	Medium	MR Total
Administrative Services	1 0	110 17	5 1	116 18
Customer Company Total	1 0	110 17	5 1	116 18

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	High	Low	Medium	ATTR Total
Administrative Services	1 0.21	110 3.67	5 1.74	116 3.57
Customer Company Total	1 0.21	110 3.67	5 1.74	116 3.57

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Detail

INC000000264341	Elizabeth Perkes Metro B Desktop Support	Application Cindy Reed	Error Administrative Services	Versatile Enterprise System Low Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.16 4.16
INC000000269589	Julie D'Alesandro Application Services	Application Tony Larsen	Reporting Administrative Services	Novell GroupWise Low Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.64 13.18
INC000000270715	Elizabeth Perkes Capitol Hosting	Network Matt Dunlap	None Administrative Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.96 0.96
INC000000270719	Elizabeth Perkes Metro B Desktop Support	PC/Laptop Cindy Reed	None Administrative Services	None Low Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.17 19.55
INC000000270868	Linda Crawford Capitol Desktop Support	Application Scott Wunderlich	Error Administrative Services	Microsoft Excel Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.37 5.89
INC000000271440	Doug Stout Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000271590	Gina Strack Capitol Hosting	Application Dale Hicks	Error Administrative Services	None Low Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.03 5.60
INC000000271672	Glen Fairclough Metro B Desktop Support	Print/Copy/Scan/Fax Cindy Reed	None Administrative Services	None Low Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	5.94 5.94
INC000000271841	Arcy Lopez Help Desk	Network Brenda Treadway	Password Administrative Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.11
INC000000271867	Julie D'Alesandro Capitol Desktop Support	Application Peter Musser	Reporting Administrative Services	Novell Messenger Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.42 0.49
INC000000272159	Marilee Richins Capitol Desktop Support	Application Chad Poll	None Administrative Services	Adobe InDesign Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.25 0.76
INC000000272455	Rick James Help Desk	Mobile Devices Sarah Johnson	Error Administrative Services	BlackBerry Configuration Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.78 0.81
INC000000272643	Mark Dalton Voice/Data/WAN Services	Telecom Art Scott	CrossTalk/Noise/Static Administrative Services	Telephone Low Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.07 1.07
INC000000272822	Mark Dalton Help Desk	Telecom James Stearns	Hardware Administrative Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000273803	Julie D'Alesandro Application Services	Application Danielle Hood	Error Administrative Services	Novell GroupWise Medium Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000273924	Andy Wright Metro B Desktop Support	Network Michael Barth	Incident Administrative Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 1.35

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INC000000273928	Jim Giles	Application	Password	Utah Master Directory	TIR Missed: No	TIR: 0.16
Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.34
INC000000274078	Linda Crawford	PC/Laptop	Error	None	TIR Missed: Yes	TIR: 1.94
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 1.94
INC000000274090	Nick R Radulovich	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000274158	Elizabeth Perkes	Application	Error	Novell GroupWise	TIR Missed: No	TIR: 0.34
Application Services	Martin Gonzalez	Administrative Services	Medium	Closed	TTR Missed: No	TTR: 2.27
INC000000274159	Kevin Christensen	Application	Password	Utah Master Directory	TIR Missed: No	TIR: 0.00
Help Desk	James Stearns	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000274496	Juanita Brown	Application	Password	Utah Master Directory	TIR Missed: No	TIR: 0.04
Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No	TTR: 2.29
INC000000274592	Rosemary Cundiff	Telecom	Voice Mail	None	TIR Missed: Yes	TIR: 1.82
Voice Operations	Annette Nielsen	Administrative Services	Low	Closed	TTR Missed: No	TTR: 1.82
INC000000274647	Chamonix Larsen	Mobile Devices	Error	BlackBerry Configuration	TIR Missed: No	TIR: 0.40
Application Services	Danielle Hood	Administrative Services	Low	Resolved	TTR Missed: Yes	TTR: 6.53
INC000000275020	Dorothy Phillips	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Janet Hongsyvilay	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.04
INC000000275064	Dean Slack	None	None	None	TIR Missed: No	TIR: 0.00
Metro B Desktop Support	Michael Barth	Administrative Services	Low	Closed	TTR Missed: No	TTR: 4.11
INC000000275188	Elizabeth Perkes	Server	Performance	None	TIR Missed: No	TIR: 0.89
Capitol Hosting	Matt Dunlap	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.89
INC000000275328	Mark Dalton	Telecom	Call/Receive	None	TIR Missed: No	TIR: 0.08
Voice Operations	Annette Nielsen	Administrative Services	High	Closed	TTR Missed: No	TTR: 0.21
INC000000275380	Mark Dalton	Telecom	None	None	TIR Missed: No	TIR: 0.00
Voice Operations	Annette Nielsen	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.06
INC000000275446	Gail Youngblood	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000275612	Mike Keeney	Telecom	Dial Tone	None	TIR Missed: No	TIR: 0.23
Voice Operations	Annette Nielsen	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.33
INC000000275901	Sonia Smith	PC/Laptop	Error	None	TIR Missed: No	TIR: 0.38
Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: Yes	TTR: 42.98
INC000000275926	Dylan French	Application	Error	None	TIR Missed: Yes	TIR: 8.31
Rural South Desktop Support	Ryan Bennett	Administrative Services	Low	Closed	TTR Missed: Yes	TTR: 8.31

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INC000000275970	Cynthia Heyman Capitol Desktop Support	PC/Laptop Peter Musser	Hardware Administrative Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.36 2.46
INC000000276099	Gary L Williams Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000276163	Jan Rogerson Application Services	Application Tony Larsen	None Administrative Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.05 6.79
INC000000276170	Elizabeth Perkes Capitol Hosting	Application Joe Benson	Reporting Administrative Services	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	6.49 6.49
INC000000276358	Richard Jenkins Rural Central Desktop Support	Application Paul Petersen	None Administrative Services	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.45
INC000000276478	Sue Hoskins Capitol Desktop Support	PC/Laptop Scott Wunderlich	Error Administrative Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.17 5.34
INC000000276757	Chantel Richardson Capitol Desktop Support	Application Peter Musser	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.32 0.32
INC000000277016	Russel Greer Rural Central Desktop Support	Application Paul Petersen	None Administrative Services	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.76
INC000000277174	Kurt Baxter Capitol Desktop Support	Application Scott Wunderlich	Reporting Administrative Services	Novell GroupWise Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.69 2.69
INC000000277471	Kurt Baxter Application Services	Application Martin Gonzalez	None Administrative Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
INC000000277594	John Koerner Billing	Billing Ryan Bradshaw	None Administrative Services	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	31.09 31.09
INC000000277655	Robert Miles Help Desk	Application Brenda Treadway	Error Administrative Services	None Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000277861	Anne McNally Capitol Desktop Support	PC/Laptop Scott Wunderlich	Performance Administrative Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.56 13.10
INC000000277875	Matt Jenkins Capitol Desktop Support	Application Scott Wunderlich	None Administrative Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.43 2.20
INC000000278078	Mike Broschinsky Application Services	Application Martin Gonzalez	Error Administrative Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.45 11.95
INC000000278302	Glen Fairclough Metro B Help Desk	None Ron LeBaron	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.39 0.77
INC000000278472	Annette Julander Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000278879	Susan Vogel	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.16
	Metro D North Desktop Support	Ruston McKay	Administrative Services	Medium	Closed	TTR Missed: No	TTR: 0.16
INC000000278996	Shirley Robinson	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000279002	Nancy Orton	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000279124	Sue Hoskins	PC/Laptop	Performance	None		TIR Missed: Yes	TIR: 1.27
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 2.38
INC000000279318	Fred Christensen	None	None	None		TIR Missed: No	TIR: 0.29
	Help Desk	Sarah Johnson	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.29
INC000000279472	La Priel Dye	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.81
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: Yes	TTR: 16.62
INC000000279591	Barbara Sutherland	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000279642	Chad Spencer	None	None	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Administrative Services	Low	Closed	TTR Missed: No	TTR: 1.86
INC000000280376	Sean Crawford	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000280534	Sue Hoskins	Application	None	Novell GroupWise		TIR Missed: No	TIR: 0.03
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 3.24
INC000000280542	Benjamin Vasquez	Application	Password	Utah Master Directory		TIR Missed: No	TIR: 0.00
	Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000280574	Jeff C Williams	Server	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.18
	Metro B Hosting	Paul Engberson	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.28
INC000000280654	Brian Jensen	PC/Laptop	Virus	None		TIR Missed: No	TIR: 0.89
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 3.42
INC000000280694	Michael Rigby	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.70
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 1.83
INC000000280700	Sue Hoskins	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR: 0.65
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 5.56
INC000000281073	Melody Yearsley	PC/Laptop	None	None		TIR Missed: No	TIR: 0.05
	Metro B Desktop Support	Cindy Reed	Administrative Services	Medium	Resolved	TTR Missed: Yes	TTR: 4.53
INC000000281181	Gabriel Urbina	Application	Password	Utah Master Directory		TIR Missed: No	TIR: 0.55
	Help Desk	Vicky Marrelli	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.90

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INC000000281353	Benjamin Vasquez	Application	Password	Utah Master Directory	TIR Missed: No	TIR: 0.09
Help Desk	Vicky Marrelli	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.09
INC000000281467	Robert D Johnson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Application Services	Bill Felt	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000281484	Paul Ferguson	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000281488	Corry Hill	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000281639	Tom A Shaw	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.08
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.17
INC000000282071	Nancy Orton	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000282149	Nancy Orton	Application	None	Novell GroupWise	TIR Missed: No	TIR: 0.00
Application Services	Martin Gonzalez	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.05
INC000000282226	La Priel Dye	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000282302	Benjamin Vasquez	Application	Error	Utah Master Directory	TIR Missed: No	TIR: 0.00
Help Desk	Brenda Treadway	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.10
INC000000282314	Denise Austin	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000282359	Tami Nelson	None	None	None	TIR Missed: No	TIR: 0.00
Help Desk	Vicky Marrelli	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000282395	Bret Burgon	Mobile Devices	Error	Droid	TIR Missed: No	TIR: 0.10
Application Services	Danielle Hood	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.69
INC000000282451	Bruce Spiegel	PC/Laptop	Virus	Microsoft Windows XP Professio	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Chad Poll	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000282496	Kurt Baxter	Application	Password	PGP	TIR Missed: No	TIR: 0.00
Help Desk	Eileen Dubach	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000282757	Dan Martinez	Print/Copy/Scan/Fax	Incident	None	TIR Missed: Yes	TIR: 1.16
Metro C Desktop Support	Ed Radke	Administrative Services	Low	Resolved	TTR Missed: Yes	TTR: 6.08
INC000000283283	David Gill	Application	Error	Novell GroupWise	TIR Missed: No	TIR: 0.58
Application Services	Tony Larsen	Administrative Services	Low	Resolved	TTR Missed: Yes	TTR: 17.47
INC000000283373	Cynthia S Bowers	Application	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.51
Capitol Desktop Support	Peter Musser	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 1.01

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INC000000283403	Alan Barnett Metro B Help Desk	Application Ron LeBaron	Error Administrative Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.55 51.17
INC000000283433	Tracie Brush Capitol Desktop Support	None Peter Musser	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000283461	Larry Simpson Metro D Help Desk	None Jed Patrick	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000283556	Tami Nelson Network Operations	Network Kelli Okumura	Error Administrative Services	Cisco AnyConnect VPN Client Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.85 1.98
INC000000283628	Glen Fairclough Metro B Desktop Support	PC/Laptop Cindy Reed	Hardware Administrative Services	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	6.59 6.59
INC000000283756	Marilee Richins Capitol Desktop Support	Network Chad Poll	Incident Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.86
INC000000283852	Sean Crawford Capitol Desktop Support	Print/Copy/Scan/Fax Scott Wunderlich	Incident Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 2.83
INC000000283998	Elizabeth Perkes Capitol Hosting	Server Matt Dunlap	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 1.89
INC000000284058	Kurt Baxter Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000284468	Terri O'Toole Capitol Desktop Support	Network Scott Wunderlich	Error Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.38 1.94
INC000000284472	Cynthia Antonsen Capitol Desktop Support	Application Peter Musser	Error Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.66 1.24
INC000000284505	Cynthia Antonsen Metro D Help Desk	None Doug Brown	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000285630	Sue Hoskins Capitol Desktop Support	PC/Laptop Scott Wunderlich	Error Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.48 3.69
INC000000285854	Priscilla Anderson Capitol Desktop Support	Network Scott Wunderlich	Password Administrative Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.36
INC000000285920	Holly Diamond Metro C Desktop Support	None Hal Wold	None Administrative Services	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 2.82
INC000000286066	Emily Barnes Rural Central Desktop Support	Application Paul Petersen	None Administrative Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.80
INC000000286127	Priscilla Anderson Application Services	Application Tony Larsen	Error Administrative Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 3.74

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INC000000286270	Lynn Hinrichs Capitol Desktop Support	PC/Laptop Scott Wunderlich	Error Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.73 3.20
INC000000286490	Kurt Baxter Capitol Desktop Support	Print/Copy/Scan/Fax Scott Wunderlich	Incident Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 0.84
INC000000286510	Elizabeth Perkes Metro B Desktop Support	Network Cindy Reed	Error Administrative Services	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	2.26 13.32
INC000000286538	Joanie Aponte Capitol Desktop Support	Application Scott Wunderlich	Password Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.39 1.02
INC000000286790	Rick Nauta Voice Operations	Telecom Annette Nielsen	Hardware Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.30 0.64
INC000000287030	John Harrington Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 20.07
INC000000287096	Sophia Manousakis Help Desk	Print/Copy/Scan/Fax Vicky Marrelli	Incident Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000287164	Elizabeth Perkes Help Desk	Network Vicky Marrelli	Error Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.07
INC000000287190	Dan Martinez Metro A Help Desk	PC/Laptop Liz Evans	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000287270	Joel Sim Help Desk	Application James Stearns	Password Administrative Services	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000287342	Joanie Aponte Capitol Desktop Support	Network Scott Wunderlich	Password Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 3.85
INC000000287523	Marci Soper Application Services	Application Tony Larsen	Error Administrative Services	Lyris List Server Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.19 3.47
INC000000287666	Cathy Burton Help Desk	PC/Laptop Brenda Treadway	Error Administrative Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000287877	Mike Kay Rural Central Desktop Support	PC/Laptop Paul Petersen	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.99
INC000000288798	John Harrington Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00